

Department of Disabilities, Aging, and Independent Living (DAIL)
Shared Living Program, Home Safety Inspection
Agency User Manual
DAIL Housing Portal – Getting Started
April 2023

The Department of Disabilities, Aging, and Independent Living (DAIL) has a Portal to a Salesforce application for the housing safety and accessibility inspections of all shared living homes funded by DAIL, which includes the Developmental Services (DS) homes, the Adult Family Care (AFC) homes, and the Brain Injury Program (BI) homes.

The DAIL Housing Portal is located at <https://vermont.force.com/login>

Supported browsers for the Portal are Firefox and Google Chrome; please do not use Internet Explorer or Edge.

For information on the DAIL Housing Safety and Accessibility Inspection Process, including manuals, forms, and training materials, go to:

<https://ddsd.vermont.gov/services-providers/services/housing-safety-and-accessibility-process>

Pop-ups in Internet Engine

The Salesforce application (DAIL Housing Portal) uses pop-ups; therefore, the internet engine you use will need to be set to allow pop-ups.

Microsoft Outlook E-mail Settings

The Salesforce application (DAIL Housing Portal) uses automated e-mails. Often automated e-mails from Salesforce may end up going into junk mail. You will need to add the Salesforce automated e-mail addresses to your trusted senders.

DAIL Housing Portal Access

The Provider Agency must contact DAIL at ahs.dailhousingportal@vermont.gov to request a new user account for the Portal.

Once an account is created, the staff person will receive an e-mail from Salesforce about their Portal login and will need to take action on the e-mail within 72 hours of its receipt.

Super User

Each Provider Agency has one “Super User.” The Super User:

- Should be a regular user of the Portal and proficient in entering information and navigating within the Portal;
- Is the contact person for DAIL;
- Receives the automated e-mail notices from the Portal;
- Ensures other staff in the agency are trained to use the Portal;
- Ensures all agency staff involved in the inspection and accessibility process are current on any new process or forms (those using the Portal and those not using the Portal);
- Is the only person at the agency who may request to Share a Location with another Provider Agency in the Portal, or grant permissions to another Provider Agency for a Location for the Agency in the Portal.

Portal Training

It is the responsibility of the Provider Agency to ensure that all Provider Agency staff using the DAIL Housing Portal have read and understand the DAIL Housing Safety and Accessibility Inspection Protocol, have read all DAIL Housing Portal procedures, guidelines, and forms, and have completed the proper training.

Per the Housing Safety and Accessibility Inspection Process Protocol, the Provider Agency staff who access, or enter information into, the DAIL Housing Portal will be expected to attend trainings provided by DAIL and will be expected to know the most current guidelines and procedures.

Provider Agencies will retain documentation of staff training, which should be available to DAIL upon request.

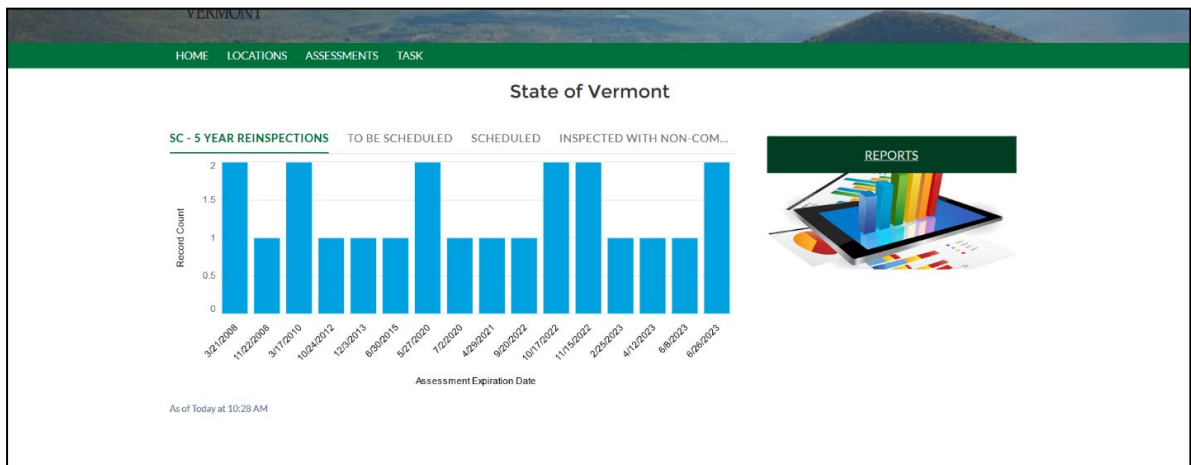
Home Screen

It is important to occasionally go back to the home screen, especially when searching, as this clears the search criteria and enables the system to work more efficiently.

From the home screen you will find:

- Navigation Menu
 - Home: Brings you back to home screen
 - Locations: Can search for Locations, and add new Locations
 - Assessments: Different List views of Assessments for the Provider Agency
 - Tasks (not currently in use)
- Easy access to some frequently used reports (SC-5 Year Reinspection, To be Scheduled, Scheduled, or Inspected with Non-Compliant)
- Icon for Reports;
- (Super Users only) An icon for Shared Location Access.

For additional information about Reports, please see [Agency User Manual - Print Case Assessment and Reports](#)



Overall Process Flow

